

E-01345A-07-0713



0000080153

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

4:32

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2008 65555

Date: 1/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Ann

Russell

Account Name:

[REDACTED]

Home:

[REDACTED]

Street:

[REDACTED]

Work:

Arizona Corporation Commission

City:

[REDACTED]

CBR:

DOCKETED

State:

AZ

Zip:

[REDACTED]

is:

JAN 03 2008

Utility Company:

Arizona Public Service Company

DOCKETED BY

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

01/02 DOCKET NO. E-01345A-07-0713

Caller wished to voice her opinion about the application for an increase in rates. She feels that APS, like all other large utilities have received too many increases in the past and these increases are unfair and burdensome to seniors. She states it is the responsibility of the Commission to deny these requests for increases and force the company to better manage its' funds and facilities. She indicated the problems at the Palo Verde Plant is a prime example of mismanagement by the company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

01/02

Customer was thanked for the time she took to make known her concerns and advised her opinions would be made a part of the rate application. We discussed the rate case process and the review of the costs associated with providing service in AZ.

End of Comments

Date Completed: 1/3/2008

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